

10/87/10  
JC961 U.S. PTO

01-22-01

Attorney Docket No.: CSCO-38240

A

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**Patent Application**

I hereby certify that this transmittal of the below described documents is being deposited with the United States Postal Service in an envelope bearing Express Mail Postage and an Express Mail label, with the below serial number, addressed to the Commissioner of Patents and Trademarks, Washington, D.C., 20231, on the below date of deposit.

Express Mail Label No.:	EL746345951 US	Name of Person Making the Deposit:	ANTHONY CHOU
Date of Deposit:	01/18/01	Signature of the Person Making the Deposit:	<i>Anthony Chou</i>

Inventor(s): MARK BUONANNO, MICHAEL SWAILES, STEPHEN R. QUATRANO, JEAN SEO, CHRIS SHENEFIEL

Title: PROACTIVE CALL AND CONTACT CENTER SYSTEM

The Commissioner of Patents and Trademarks  
Washington, D.C. 20231

Sir:

Transmittal of a Patent Application  
(Under 37 CFR §1.53)

jc713 U.S. PTO  
09/766175  
01/18/01

Transmitted herewith is the above identified patent application, including:

Specification, claims and abstract, totaling 27 pages.  
 Formal drawings, totaling ..... pages.  
 Informal drawings, totaling 5 pages.  
 Declaration and Power of Attorney.  
..... Information Disclosure statement.  
Form 1449  
 Assignment(s)  
 Assignment Recordation Form (duplicate)  
..... Preliminary Amendment  
  
 Other: Request and Certification under 35 U.S.C. 122(b)(2)(B)(i)

**FEES DUE**

The fees due for filing the specification pursuant to 37 C.F.R. § 1.16 and for recording of the Assignment, if any, are determined as follows:

CLAIMS					
	NO. OF CLAIMS		EXTRA CLAIMS	RATE	FEES
Basic Application Fee					\$710.00
Total Claims	26	Minus 20=	6	X \$18 =	\$108.00
Independent Claims	7	Minus 3=	4	X \$80=	\$320.00
If multiple dependent claims are presented, add \$260.00					
Add Assignment Recording Fee of \$40.00 If Assignment document is enclosed					\$40.00
<b>TOTAL APPLICATION FEE DUE</b>					\$1,178.00

## PAYMENT OF FEES

The full fee due in connection with this communication is provided as follows:

1. Not enclosed

No filing fee is to be paid at this time.

2. Enclosed

Filing fee

Recording assignment

Petition fee for filing by other than all the inventors or person on behalf of the inventor where inventor refused to sign or cannot be reached

For processing an application with specification in a non-English language

Processing and retention fee

Fee for international-type search report

The Commissioner is hereby authorized to charge any additional fees associated with this communication or credit any overpayment to Deposit Account No.: 23-0085. A duplicate copy of this authorization is enclosed.

A check in the amount of \$1,178.00

Charge any fees required or credit any overpayments associated with this filing to Deposit Account No.: 23-0085.

This application is filed pursuant to 37 C.F.R. § 1.53 in the name of the above-identified Inventor(s).

Please direct all correspondence concerning the above-identified application to the following address:

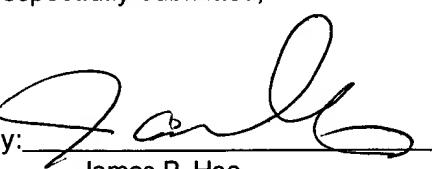
**WAGNER, MURABITO & HAO LLP**  
Two North Market Street, Third Floor  
San Jose, California 95113  
(408) 938-9060

This transmittal ends with this page.

Respectfully submitted,

Date: 1/18/01

By:

  
James P. Hao  
Reg. No. 36,398

Inventor(s): MARK BUONANNO, MICHAEL SWAILES, STEPHEN R. QUATRANO, JEAN SEO, CHRIS SHENEFIEL

Title: PROACTIVE CALL AND CONTACT CENTER SYSTEM

**REQUEST AND CERTIFICATION  
UNDER 35 U.S.C. 122(b)(2)(B)(i)**

jc713 U.S. PTO  
09/766175  
01/18/01



I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Date: 11/18/01

By: 

James P. Hao  
Reg. No. 36,398

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**